

Job Description

Job Title:	Administrative Officer - Older Persons Mental Health Service
Area:	Older Persons Mental Health Service
Grade:	Administrative Officer (AO) / Pay Band 7
Division:	Integrated Mental Health Service
Responsible to:	Executive Secretary, Older Persons Mental Health Service
Responsible for:	No line management responsibilities

Overview

The Older Persons Mental Health Service (OPMHS) provide assessment and treatment for people over the age of 65 years with mental health problems, and people of any age with worries about their memory.

This role will primarily support the professional team in delivering excellent, specialist services through providing administrative and secretarial support associated with the multi-disciplinary team meetings.

CARE

Within Manx Care we pride ourselves on being Committed, Appreciative, Respectful and Excellent. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

This role will provide and deliver administrative and secretarial support associated with the multi-disciplinary team meetings; ensuring the deliverance of service provision whilst working as part of a multi-disciplinary team.

Duties and Responsibilities

- **Referrals** – processing incoming referrals for the Older Persons Mental Health Service. Access and retrieve additional information as required to support referrals utilising Nobles Hospital client database (Careflow). Liaise with Clinical Nurse Specialist and/or MDT Chair regarding new referrals and allocations and ensure accuracy of referral information taken via incoming calls to support patient assessment and data entry.
- **Meetings** – organise, prepare and distribute paperwork and agendas for bi-weekly Multi-Disciplinary Team (MDT) Meetings.
- **Minutes / Notes** – record live minutes during MDT Meetings via internal client database (RiO). Preparation and distribution of MDT Meeting Plan.
- **Data Entry (RiO)** – ensure all relevant information pertaining to new or existing clients is recorded on RiO and kept up-to-date, i.e. new referrals, internal allocations, discharges from service, deaths and other related tasks.
- Preparation of Initial Assessment Packs for all new allocations.
- Maintain an accurate record of statistics relating to referral numbers, referral types and sources, discharges, allocations.
- **Telephone / Reception Cover** – deal with enquiries at Reception by telephone and provide assistance and guidance to clients. Check in clients arriving for appointments and inform the clinician that their client has arrived.
- **Review Documentation & Procedures** – work with the OPMHS Executive Secretary to regularly review standard templates used for the MDT Meetings, amending as appropriate to ensure information contained in all documents is accurate and comprehensible.
- **Process Notes** – work with the OPMHS Executive Secretary to maintain an up to date work manual to assist temporary and new staff working in the role.
- **Additional Cover** – provide support and cross-cover for the OPMHS administrative and secretarial team, as well as across Integrated Mental Health Services / Manx Care as requested.
- **Additional Duties** – any other duties within the scope and purpose of the role, as requested by the OPMHS Executive Secretary and Business Management Officer.
- **Health & Safety** – ensure that a safe working environment is maintained at all times and be proactive in reporting any identified Health & Safety issues.
- **Training** – identify own training and development needs in partnership with Line Manager and in conjunction with the CARE Values Performance & Development Review Scheme.

Competencies

All Manx Care employees are expected to recognise that the everyday business of the organisation requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of Manx Care, the role holder represents the Department in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the Division and the work that it seeks to achieve.

The job holder reports to the Executive Secretary, Older Persons Mental Health Service.

The Executive Secretary, as Line Manager is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Manx Care, CARE Values Performance & Development Review Scheme.

The Reporting Officer, the will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Personal Delivery Plan and a Personal Development Plan is agreed with the job holder,
- Review and assessment of the job holder's performance and competency/behaviours is made, and
- Performance and Development Review meetings are conducted.

Performance Management and Improvement

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

General Scope

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect future requirements

Health & Safety

The role holder is responsible for his/her own health and safety and the impact of his/her actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group.

Management Authorities

The delegation of Management Authority for the roles within Manx Care has been granted by the Chief Officer as follows:

All 'Reporting Officers/ Line Managers/Supervisors

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Penalties up to and including First Written Warning
	Appeals up to First Written Warning
Capability Procedure	Up to Stage 2/ formal warning stage
Grievance Procedure	Up to Stage 1

All Countersigning Officers' Middle Managers

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 2/ Formal Warning Stage
Grievance Procedure	Up to Stage 2

All Senior Managers (Senior Executive Officer or equivalent)

Civil Service	Authority of the Post Holder
Disciplinary Procedure	To hear cases involving alleged gross misconduct
	Dismissal
	Suspension
	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 3 – Dismissal
Grievance Procedure	UP to Stage 3

Competency Levels For This Post Are:

Commitment & Passion	Level 1
Accountability & Reflection	Level 1
Respect & Inclusion	Level 1
Excellence & Innovation	Level 1

Person Specification

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Attributes	Essential (E) or Desirable (D)	Method of Assessment
<p>Credibility</p> <ul style="list-style-type: none"> 5 GCSEs or equivalent, one of which must be English language. 	D	CV
<p>Capability</p> <ul style="list-style-type: none"> Previous experience of working in a reception environment. Ability to communicate clearly and concisely with people at all levels, representatives of outside agencies and members of the public with tact and confidence. Good IT skills and experience of working with databases. Ability to deal with confrontational situations in a calm and constructive manner. Ability to work independently and within a team environment. Knowledge of confidentiality, Security Awareness and GDPR. Working knowledge of Rio (Client Information System) and Medway (Patient Administration System). The ability to work accurately and with attention to detail. 	<p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p>	<p>CV</p> <p>CV / Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>CV / Interview</p>

<p>Character</p> <ul style="list-style-type: none"> ♥ Be reliable, flexible and self-motivated. ♥ Good balanced approach to dealing with sensitive issues. ♥ Demonstrate a high level of integrity. ♥ Be resilient and adaptable. 	<p>E E E E</p>	<p>Interview Interview CV / Interview Interview</p>
<p>CARE</p> <ul style="list-style-type: none"> ♥ Trust and is trusted. ♥ Innovative and embraces change. ♥ Appreciate others, other points of view and ways of working. ♥ Conscientious and proactive approach to achieve and maintain excellent standards. 	<p>E E E E</p>	<p>Interview Interview Interview Interview</p>
<p>Circumstances and Interests</p> <ul style="list-style-type: none"> ♥ Isle of Man Worker. ♥ Satisfactory Police Check. 	<p>D E</p>	<p>Application Pre-employment checks</p>